

CAPPS Financials Service Requests (SRs) Report

Date of Report: 02/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
Accounts Payable		64
Accounts Receivable		2
Asset Management		15
Cash Receipts		13
Customer Contracts		1
ePro		11
General Ledger		31
Interfaces	Acceptance Testing	1
	Assigned	14
	Awaiting Customer	7
	In Work	6
Interfaces		28
Inventory		8
None	Assigned	4
	In Work	1
None		5
Not Applicable		339
PeopleTools		5
Project Costing		10
Purchase Orders		30
Reports		40
Security		23
Strategic Sourcing		1
Supplier Contracts		2
Training		1
Travel and Expense	Acceptance Testing	1
	Awaiting Customer	1
	In Work	2
	System Test	1
Travel and Expense		5
Workflow		8
Grand Total		642

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	9
Assessment	10
Assigned	344
Awaiting Customer	161
In Development	4
In Work	89
Pending Prod Approval	10
System Test	15
Grand Total	642

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	Accounts Payable	11
	Asset Management	1
	Cash Receipts	4
	ePro	4
	General Ledger	7
	Interfaces	6
	Inventory	1
	None	3
	Not Applicable	88
	PeopleTools	2
	Project Costing	4
	Purchase Orders	4
	Reports	9
	Security	8
	Strategic Sourcing	1
	Supplier Contracts	1
	Travel and Expense	2
	Workflow	2
High		158
Medium		298
Low		186
Grand Total		642

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	2
Assessment	3
Assigned	89
Awaiting Customer	30
In Development	3
In Work	25
Pending Prod Approval	2
System Test	4
Grand Total	158

All SRs by Status

(Includes Closed, Completed after 01/01/21)

Status	Count of Status
Acceptance Testing	9
Assessment	10
Assigned	344
Awaiting Customer	161
Closed	28
Completed	358
Hold	14
In Development	4
In Work	89
Pending Prod Approval	10
System Test	15
Grand Total	1042

CAPPS Financials Trend Report – Service Requests

January 2020 – January 2021

Status	JAN 2020	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN 2021	Totals
Opened	415	483	387	359	295	366	515	430	565	512	366	319	311	5323
Closed	393	471	527	399	275	318	431	434	550	529	404	466	386	5583

